



ADDENDUM #2

RFP-2019-LTSS-01-ELECT

(Changes to RFP-2018-BDS-CONSU are in ***bold, underlined and italicized*** text in order to enable vendors to quickly recognize changes in paragraphs and/or wording)

On March 12, 2019, the New Hampshire Department of Health and Human Services published a Request for Proposals to solicit proposals for the provision of consulting services for the development of an Electronic Visit Verification system (EVV) that meets the requirements of Section 12006(a) of the 21st Century Cures Act to support the programs of DHHS, predominately in the Division of Long Term Supports and Services (DLTSS).

The Department is publishing this addendum to:

1. Delete and replace the Table of Contents with the following:

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2. Delete and replace Section 1 Introduction, 1.1 Purpose and Overview with:

1.1 Purpose and Overview

The Department of Health and Human Services (DHHS) has issued this RFP to procure consulting services to develop a comprehensive list of business and technical requirements and a statement of work for a Request for Proposal (RFP) soliciting an Electronic Visit Verification system (EVV) that meets the requirements of Section 12006(a) of the 21st Century Cures Act, signed into law

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on December 13, 2016. This system will support the programs of DHHS, predominately in the Division of Long Term Supports and Services (DLTSS).

DHHS intends to contract with a single Vendor that can provide consulting services, one with the requisite skills, experience, and depth of knowledge required for this consulting project.

This RFP is for research, analysis, and consulting services only. It is not a procurement for the follow-on EVV system, which will be procured under separate RFP. The Vendor selected to perform this consulting work will not be permitted to submit a proposal for the follow-on EVV system implementation Request for Proposal.

The selected Vendor will analyze the current available business and technical systems, conduct interviews, and research all necessary information regarding EVV technology and business practices available in the marketplace. The Vendor will utilize the data and information gathered to succinctly define the DHHS functional and non-functional requirements needed to develop an EVV system RFP.

Supporting the goals of interoperability, enterprise alignment, and more effective client services, the Department would also like to evaluate the opportunities to leverage this technology investment across multiple programs in the Department: Home and Community Based Services Waivers (HCBS) in the Bureau of Elderly and Adult Services and the Bureau of Developmental Services, Medicaid State Plan, and the New Hampshire (NH) Medicaid Managed Care Organizations.

- 3. Add Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.6. Business Analysis Approach - Requirements, Deliverables, Development, Subparagraph 3.8.6.7, as follows:**

3.8.6.7. The vendor shall develop or provide evaluation benchmarks for the Scope of Work and Requirements that are included for the subsequent EVV RFP.

- 4. Delete and replace Q1 with the following:**

Q1 Describe your approach, including your methodology, for completing the various components of this this project.

- Describe how you will meet the project management deliverable requirements in Section 3.13. Project Deliverables. (Lines 1 – 4)*
- Describe how you will meet the research deliverable requirements in Section 3.13. Project Deliverables. (Lines 5 – 12)*
- Describe how you will meet the presentation deliverable requirements in Section 3.13. Project Deliverables. (Lines 13 – 18)*

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- *Describe how you will meet the final reports deliverable requirements in Section 3.13. Project Deliverables. (Lines 18a – 26)*
5. Add Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.9 Kick-Off Meetings, as follows:

3.8.9 Kick-Off Meetings

3.8.9.1 The selected vendor must facilitate a number of kick-off meetings at the beginning of the project to orient stakeholders.

3.8.9.2 A representative number of organizations and individuals will be selected by the Department to attend these sessions and then participate in the follow-on research activities. Stakeholders must be able to attend these sessions in-person, webinar, or teleconference.

3.8.9.3 Specific kick-off meetings shall include:

3.8.9.3.1 Executive Management Kick-off Discussion

3.8.9.3.2 EVV Project Team and internal Stakeholders Kick-off Presentation

3.8.9.3.3 Personal Care and Home Health Providers Kick-off Presentation

3.8.9.3.4 Individuals and Families Kick-off Presentation

3.8.9.3.5 Managed Care Organizations (MCO) Kick-off Discussion

6. Delete and replace Section 3 Statement of Work, Subsection 3.11 Risks and Assumptions, Paragraph 3.11.2 with the following:

3.11.2 The selected Vendor may conduct some meetings via webinar and conference call but is required to be on site for the initial kick-off meeting, **stakeholder interviews, and** the presentation of preliminary findings.

7. Delete and replace Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table with the following:

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
	Project Management	
1.	Conduct project kick-off meeting	Non-Software
2.	Finalized work plan	Written



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3.	Weekly stakeholder outreach/ interview progress report	Written
4.	<u>Bi-Weekly project status reports</u>	Written
	Research	
5.	Interview key executive management to gain a strategic view of the agency's mission and program goals.	Written
6.	Interview key technology specialists to understand the DHHS system environment and standards.	Written
7.	Interview key program business stakeholders to assess current and future business needs	Written
8.	Create a process map for current and future workflows.	Written
9.	Conduct detailed market analysis, including research of industry standards and possible solutions	Written
10.	Interview key technical stakeholders to assess State IT requirements	Written
11.	Interview appropriate stakeholders to assess State security requirements	Written
12.	Conduct research to determine budget estimates for the implementation of the new EVV system.	Written
	Presentation	
13.	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written
14.	Presentation of preliminary findings	Written Non-Software
15.	State acceptance of preliminary findings	Written
16.	Delivery of final report	Written
17.	Develop budget estimates for the implementation of the proposed solutions.	Written
18.	Final reports submitted and accepted by DHHS	Written
	Final Reports	
Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
18a.	<u>IAPD/APD Support - Provide consulting and writing assistance for the development of the CMS required IAPD/APD for the future EVV RFP solution</u>	<u>Written</u>

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<u>18b.</u>	<u>Provide consulting and writing assistance with any updates to previously approved CMS MECL artifacts as they relate to the EVV solution</u>	<u>Written</u>
19.	System Requirements Document – formal statement of a system’s business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements, security and privacy safeguards, <u>and evaluation benchmarks.</u>	Written
20.	Project Deliverables and Acceptance Criteria – A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria, including a formal statement of needs, rules, tests, requirements, and standards that must be used when reviewing each deliverable for acceptance by the Department.	Written
21.	Market Research Report – a document featuring the results of market research on potential solutions available in the commercial and public sector market places and an estimated budget.	Written
22.	Solution Recommendations - Using the research conducted, provide “build/buy/enhance” analysis including assumptions and constraints.	Written
23.	Identify Risks – Provide a list and description of potential risks.	Written
24.	Business Rules – a document defining clear policies and procedures on standard data collection and business rules that will be applied in the aggregator system to ensure appropriate oversight and that EVV standards are met. Include a list of EVV systems are considered acceptable for those providers who utilize their own EVV solution.	Written
25.	Training and Readiness Plan – a document detailing a proposed training and readiness plan for the Department and the network of community providers that will support the rollout of the EVV system. The plan shall include, at a minimum, audiences, roles and responsibilities, training tools and methodologies, frequency, confidentiality and privacy safeguarding of client information, and performance measures.	Written

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26.	Statement of Work - a descriptive document that defines the entire scope of the planned EVV system implementation project. DHHS plans to include the statement of work in a Request for Proposal for the procurement of the EVV system and services. It shall include, at a minimum, project-specific activities, requirements, deliverables, acceptance criteria, and timelines for providing services to a client.	Written
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8. Delete and replace Q11 with the following:

Q11 Provide a preliminary Work Plan in Excel format for the completion of all deliverables specified in the RFP. The preliminary project Work Plan must depict tasks, task dependencies, schedule, milestones and deliverables.

9. Delete and replace Section 4, Company Experience, Subsection 4.1.11 with the following:

4.1.1. The selected Vendor's company shall have experience in providing similar services to at least three (3) clients (minimum requirement) similar to the State of New Hampshire Long Term Supports and Services. Provide answers for Question 13 through Question 16 (Q13-Q16) in your proposal response to Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail, Paragraph 7.2.2, Subparagraph 7.2.2.5.

10. Delete and replace Section 4 Company Experience, Q15 with:

Q15 Describe your company's experience with market research.

11. Delete and replace Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.1 Overview, Subparagraph 7.1.1.6 with:

7.1.1.6 Bidders must submit a Technical Proposal and a separate Cost Proposal

12. Add Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.2 Presentation as follows:

7.1.2 Presentation

7.1.2.1 Originals of the Technical and Cost Proposals in separate three-ring binders.

7.1.2.2 Copies in a bound format (for example wire bound, coil bound, saddle stitch, perfect bound, etc., at a minimum stapled)
NOTE : Loose proposals will not be accepted.



7.1.2.3 Major sections of the proposals must be separated by tabs

7.1.2.4 Standard eight and on-half by eleven inch (8 1/2 "X 11") white paper.

7.1.2.5 Font size of 10 or larger.

13. Add Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.3 Technical Proposal as follows:

7.1.3 Technical Proposal

7.1.3.1 Original in three-ring binder marked as "Original."

7.1.3.2 The original Transmittal Letter must be the first page of the Technical Proposal and marked as "Original."

7.1.3.3 Eight (8) copies in bound format each marked as "Copy."

7.1.3.4 One (1) electronic copy (divided into folders that correspond to and are labeled the same as the hard copies) on thumb drive. NOTE: In the event of any discrepancy between the copies, the hard copy marked "Original" will control.

7.1.3.5 Front cover Labeled with:

Name of company/organization
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Technical Proposal

14. Add Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.4 Cost Proposal as follows:

7.1.3 Cost Proposal

7.1.3.1 Original in three-ring binder marked as "Original."

7.1.3.2 The original Transmittal Letter must be the first page of the Technical Proposal and marked as "Original."

7.1.3.3 Eight (8) copies in bound format each marked as "Copy."

7.1.3.4 One (1) electronic copy (divided into folders that correspond to and are labeled the same as the hard copies) on thumb drive. NOTE: In the event of any discrepancy between the copies, the hard copy marked "Original" will control.



7.1.3.5 Front cover Labeled with:

Name of company/organization
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Cost Proposal

15. Delete and replace Section 7, Proposal Outline and Requirements, Subsection 7.2, Outline and Detail Paragraph 7.2.2, Technical Proposal Contents – Detail, Subparagraph 7.2.2.4 Proposal Narrative, Project Approach and Technical Response, Part 7.2.2.4.1 through Part 7.2.2.4.2 with:

7.2.2.4.1 The Bidder must answer all questions and must include all items requested for the Proposal to be considered. The Bidder must address every section of Section 3 Statement of Work **and Section 4 Company Experience**, even though certain sections may not be scored.

7.2.2.4.2 Responses must be in the same sequence and format as listed in Section 3 Statement of Work **and Section 4 Company Experience** and must, at a minimum, cite the relevant section, subsection, and paragraph number, as appropriate.

16. Delete and replace Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.6 Bidder’s References, Part 7.2.2.6.3 with:

7.2.2.6.3 RESERVED

17. Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.11 Required Attachments with:

7.2.2.11. Required Attachments

The following are required statements that must be included with the **Technical** Proposal. The Bidder must complete the correlating forms found in the RFP Appendices and submit them as the “Required Attachments” section of the Technical Proposal.

7.2.2.11.1. **Appendix A – Exceptions to Terms and Conditions.**

7.2.2.11.2. **Appendix C –CLAS Requirements**

18. Delete and replace Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.3 Cost Proposal Contents – Detail, Subparagraph 7.2.3.1 Cost Bid Requirements with:

7.2.3.1 Cost proposals may be adjusted based on the final negotiations of the scope of **work**.



- 19. Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.3 Cost Proposal Contents – Detail, Subparagraph 7.2.3.3 Required Attachments with:**

7.2.3.3 Required Attachments

The following are required statements that must be included with the Cost Proposal. The Bidder must complete the correlating form found in the RFP Appendices and submit it as the 'Required Attachment' section of the Cost Proposal.

7.2.3.3.1 Appendix D – Deliverables Schedule and Pricing

7.2.3.3.2 Appendix F – Contract Monitoring Provisions (Pages 3 & 4)

- 20. Delete Section 7 Proposal Outline and Requirements, Subsection 7.2. Outline and Details, Paragraph 7.2.2. Technical Proposal Contents- Detail, Subparagraph 7.2.2.5 Description of Organization, Line 7.2.2.5.2 including Sublines 7.2.2.5.2.1, 7.2.2.5.2.2, and 7.2.2.5.2.3.**
- 21. Delete and replace Appendix D – Deliverables Schedule and Pricing with Appendix D – Deliverables Schedule and Pricing Addendum #2.**



Appendix D Addendum #2
Delivery Schedule and Pricing

Vendors must complete the following form and return with their proposal submission.

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Delivery Date	Pricing
	Project Management			
1.	Conduct project kick-off meeting	Non-Software		
2.	Finalized work plan	Written		
3.	Weekly stakeholder outreach/ interview progress report	Written		
4.	Bi-Weekly project status reports	Written		
	Research			
5.	Interview key executive management to gain a strategic view of the agency's mission and program goals.	Written		
6.	Interview key technology specialists to understand the DHHS system environment and standards.	Written		
7.	Interview key program business stakeholders to assess current and future business needs	Written		
8.	Create a process map for current and future workflows.	Written		
9.	Conduct detailed market analysis, including research of industry standards and possible solutions	Written		
10.	Interview key technical stakeholders to assess State IT requirements	Written		
11.	Interview appropriate stakeholders to assess State security requirements	Written		
12.	Conduct research to determine budget estimates for the implementation of the new EVV system.	Written		
	Presentation			
13.	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written		

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14.	Presentation of preliminary findings	Written Non-Software		
15.	State acceptance of preliminary findings	Written		
16.	Delivery of final report	Written		
17.	Develop budget estimates for the implementation of the proposed solutions.	Written		
18.	Final reports submitted and accepted by DHHS	Written		
	Final Reports			
Ref. #	Activity, Deliverable, or Milestone	Deliverable Type		
18a.	<u>IAPD/APD Support - Provide consulting and writing assistance for the development of the CMS required IAPD/APD for the future EVV RFP solution</u>	<u>Written</u>		
18b.	<u>Provide consulting and writing assistance with any updates to previously approved CMS MECL artifacts as they relate to the EVV solution</u>	<u>Written</u>		
19.	System Requirements Document – formal statement of a system’s business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements, security and privacy safeguards, and evaluation benchmarks.	Written		
20.	Project Deliverables and Acceptance Criteria – A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria, including a formal statement of needs, rules, tests, requirements, and standards that must be used when reviewing each deliverable for acceptance by the Department.	Written		

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21.	Market Research Report – a document featuring the results of market research on potential solutions available in the commercial and public sector market places and an estimated budget.	Written		
22.	Solution Recommendations - Using the research conducted, provide “build/buy/enhance” analysis including assumptions and constraints.	Written		
23.	Identify Risks – Provide a list and description of potential risks.	Written		
24.	Business Rules – a document defining clear policies and procedures on standard data collection and business rules that will be applied in the aggregator system to ensure appropriate oversight and that EVV standards are met. Include a list of EVV systems are considered acceptable for those providers who utilize their own EVV solution.	Written		
25.	Training and Readiness Plan – a document detailing a proposed training and readiness plan for the Department and the network of community providers that will support the rollout of the EVV system. The plan shall include, at a minimum, audiences, roles and responsibilities, training tools and methodologies, frequency, confidentiality and privacy safeguarding of client information, and performance measures.	Written		
26.	Statement of Work - a descriptive document that defines the entire scope of the planned EVV system implementation project. DHHS plans to include the statement of work in a Request for Proposal for the procurement of the EVV system and services. It shall include, at a minimum, project-specific activities, requirements, deliverables, acceptance criteria, and timelines for providing services to a client.	Written		
GRAND TOTAL				